**Abi Shogbonyo**

London | 07404699415, | abi@shogbonyo.com

**Professional Summary**

A Knowledgeable ServiceNow Implementation Specialist who offers problem-solving skills and best practices expertise. Thorough with assessments, solution development and deployments. Accomplished in partnering cross-functionally to enhance systems for changing demands.

Results-focused ServiceNow Developer with attention to detail and strong follow-through on systems projects.

History of continuously improving and optimising systems for increased efficiency, improved functionality and usability. Expertly matches user requirements and aligns systems with specifications.

**Experience**

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| **09/2022 to Current** | **ServiceNow Developer** **Ministry of Justice** - London * Analysed business' current work practices to recommend improvement action.
* Documented and supported standards and procedures per organisational and client requirements.
* Planned short and long-term delivery objectives for development to keep projects on point with deadlines.
* Created and edited reports detailing program information and usage in response to customer requests.
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| **03/2022 to Current** | **ServiceNow Developer** **Mercedes-Benz Financial Services** - Milton Keynes, Bedfordshire ****Application Portfolio Management/ITSM implementation***** Day-to-Day operational support for ServiceNow; activities include but not limited to incident resolution, access management, building reports/dashboards, service catalog and workflow development, promoting and troubleshooting update sets
* Worked closely with ServiceNow Process Owners (e.g., solution design, development and testing, incident resolution, troubleshooting and problem analysis)
* Prioritized and completed tasks to meet defined SLA's
* Collaborate and communicate with stakeholders to perform ServiceNow upgrades and patching
* Facilitated workshops to agree on service and application ownership
* Documented application and service processes
* Create, monitor, modify, and publish service catalog workflows with approvals
* Delivered ServiceNow training to MBFS IT Teams
* Assisted with ServiceNow incidents post go live, working with 3rd Party provider to resolve issues for the team
* Attend edProject Team meetings representing UK MBFS IT Team
* Created project plan for UK implementation and manage transition activities
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| **03/2021 to 01/2022** | **ServiceNow Developer** **Deutsche Bank** - London ****Implemented the ServiceNow platform capabilities, specifically the ITSM***** ITAM modules, including form configuration, workflows/administration, reporting, data imports, custom scripting (Javascript) and third-party software integrations( APIs). Business rules, Client Scripts, Workflow scripting.
* I have worked with Now mobile Apps and Servicenow Studio, building and configuring custom applications.
* Conducted quality testing on projects and issues according to strict processes and timescales.
* As a Business Analyst, I translated business requirements into higher-level conceptual design to meet programme performance, usability, scalability and functional requirements.
* Improved process automation end-user knowledge, producing documentation on protocols, system modifications, and programming flows.
* Responsible for the overall requirements, including drafting technically focused user stories, acceptance criteria, testing strategy, and knowledge transfer.
* Identify potential “problem” areas within customer ServiceNow environments and advise problem resolution.
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| **10/2020 to 02/2021** | **ServiceNow Developer** **BP** - London ****Implemented the ServiceNow platform capabilities, specifically for********Software Asset Management***** Applied expert ServiceNow SAMPRO knowledge for daily completion of tasks and streamlining workflows.
* Ensured software licenses used in the organization were compliant based on the number of rights purchased and the number of installations.
* Created software models for all of the software the organization intended to monitor.
* Streamlined acquisition of reporting requirements and specifications to disseminate across multiple business lines and IT support teams.
* Analysed test results to determine accuracy, durability and efficiency of software.
* Delivered software solutions consistent with the product road map, release plan milestones and key performance indicators.
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| **02/2020 to 04/2020** | **ServiceNow Developer** **National Aviation Transport Services** - Southampton ****Implemented the ServiceNow platform capabilities, specifically for********Software Asset Management***** Wrote and implemented efficient JavaScript code, guaranteeing business needs were met.
* Validated systems to assess needed improvements and recommend options for closing gaps and enhancing functionality.
* Maintained service-oriented architecture and offered technical support. Worked closely with app developers and business analysts.
* Reviewed and modified existing ServiceNow CMDB patterns as needed.
* Developed integrations with other applications to support core data load and process automation
* Involved in the implementation, configuration and maintenance of interfaces and integrations for gathering, populating and maintaining CMDB data
* Involved in Discovery and Service Mapping and linking CIs to applications.
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| **06/2019 to 09/2019** | **Software Licensing Manager** **Volkswagen Financial Services, MILTON KEYNES** * Involved with the coordination and completion of projects on time within budget and within scope and oversee all aspects of projects with the use of JIRA
* Working with the nominated asset management tool(Flexera), I was tasked with populating the IT asset CMDB with existing software license information and also researching what licensable products were deployed that required attention
* I was also involved in Vendor meetings
* I also built up a picture of what licensing contracts were available, the terms and conditions, costs and renewal dates
* I assisted in the building of reports that showed the current compliance status and on-going license consumption by the department as against overall company-wide usage
* Made information about projects, corporate strategies and upcoming projects available to stakeholders
* I resolved implementation and operation issues with various teams
* Considered and evaluated potential software applications based on new and existing system development and migration requirements
* Partnered with team members, including the infrastructure and
* Employment teams to minimize project delays
* Managed quality assurance program, including on-site evaluations, internal audits and customer surveys
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| **08/2018 to 04/2019** | **Software Licensing Analyst** **Capita** - London * Helped to define, develop and implement a new ITAM service responsible for managing Capita owned IT assets
* Evaluated diverse organizational systems to identify workflow, communication and resource utilization issues
* Finalized project plans and obtained final approval from clients
* Developed comprehensive business cases to analyze costs, benefits, ROI and TCO of proposed solutions
* Performed work according to project schedules and established quality standards
* Consulted regularly with internal customers on application development project status, new project proposals and software-related technical issues
* The main asset management tool was #Flexera
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| **03/2018 to 08/2018** | **Onsite IT Asset Manager** **RAC** - Bristol * Responsible for the daily and long-term strategic management of software and technology-related hardware and software assets, My main duties are to drive IT Asset Management best practices into an existing key client estate
* Duties:
* Eview the asset management lifecycle and ensure effective processes are embedded into BAU activities
* Plan, monitor, and record software license and/or hardware asset information and ensured accurate live metrics for the estate
* Develop and implement procedures for tracking assets to oversee quality control throughout their lifecycle
* Tools used included: Nexthink Service Now and Snow Software
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| **01/2017 to 03/2018** | **Interim Software Asset Manager** **Atkins, Epson** * Using ServiceNow i provided input to the Software Asset Management life cycle; including analysing and redesigning Software Asset
* Managed processes, software requests, license pooling/checks and deployment
* Maintained the catalogue and cost management processes for all software assets
* Maintained all cost models relating to software assets
* Supported the integration of the License Management Tool (and surrounding processes), with the IS delivery systems and services
* Liaised with suppliers to request quotes (and maintain appropriate supplier records)
* Identified and advised management and technical teams on license entitlements derived from software deployed
* Supported the "Audit, Risk and Compliance" function team through audit process
* Provided report information on software/licence counts, metrics and usage, as well as provide input on terms that impact licensing
* Maintained the license inventory and perform software harvesting based on usage
* Assisted with license related questions/issues
* Ensured 100% customer satisfaction and client focus
* Managed incidents and requests according to defined SLAs - ensure 100% adherence to RFS & INC Best Practice guidelines
* Updated, formalise and review processes defined in the IS Business
* Management System.
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| **07/2016 to 11/2016** | **Software Licensing Consultant** **The Skills And Funding Agency** - Coventry * Drove operational improvements which resulted in savings and improved profit margins
* Conducted interviews with key business users to collect information on business processes and user requirements
* Reviewed files, records and other documents to obtain business information and key data informing responses to development requests
* Mapped process activities to identify shortfalls and propose options to rectify operational inefficiencies
* Applied honed problem-solving skills to analyze and resolve issues impacting business operations and goal achievement.
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**Core Qualifications**

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| * ServiceNow Developer (ITSM/ITAM)
* ServiceNow Portal development
* ServiceNow: Discovery
* ServiceNow: Mapping
* ServiceNow: Application Portfolio Management
* ServiceNow: Software Asset Management
* Business processes, Problem Solving skills
* ServiceNow: - Configuring Tables, Lists,Forms, Business Rules, Client scripts, Workflow scripting and APIs
 | * Excellent communication skills (both written and verbal) with strong presentation facilitation skills (Visio, Word, PowerPoint, Excel,
* Senior Business Analyst, Experience working with Jira and Confluence
* Experience in Stakeholder relations
* Software Licensing experience( IBM.Microsoft,Oracle,VMware)
* Vendor Management skills
* Experience of working in an agile work environment
* Knowledge of SaaS / Cloud Technologies
* Flexera
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**Websites, Portfolios, Profiles**

* www.shogbonyo.com